



PACIFIC SOUTHWEST REGION (REGION 7)
NATIONAL NETWORK OF LIBRARIES OF MEDICINE

Pacific Southwest Regional Medical Library (PSRML)

Serving the states of Arizona, California, Hawaii, and Nevada, and the U.S.-Associated Pacific Basin.

Quarterly Progress Report
November – January 2005

TABLE OF CONTENTS

REGIONAL SERVICES AND PROGRAMS

A. Network Programs	2
B. Outreach Programs	11

APPENDICES

A. PSRML Exhibits and Budgets	A-1
B. PSRML Outreach Subcontracts Reports	B-1
1. Clinical Internet Training Lab, San Mateo Medical Center	B-2
2. Guam Memorial Hospital	B-4
3. Enhancing Arizona Health Info	B-6
4. Access to Health Info for Arizona Tribal Nations II.....	B-11
5. Facilitating School Nurses Access to Electronic Data	B-15
6. Periodic Paralysis Association	B-18
7. Verde Valley Medical Center.....	B-20
8. Senior Health, Pacific College of Oriental Medicine.....	B-25
C. PSRML Correspondence	C - 1

Quarterly Progress Report
Pacific Southwest Regional Medical Library (PSRML)
National Network of Libraries of Medicine, Pacific Southwest Region
November 2004-January 2005

A. NETWORK PROGRAMS

1. Providing health professionals with a basic level of information services

Loansome Doc service in the Pacific Southwest Region is offered to:

- Affiliated users by 190 libraries
- Public users by 50 libraries
- Unaffiliated health professionals by 69 libraries
- International libraries by 17 libraries
- International users by 14 libraries

2. Assessing the needs of health science libraries

- PSRML filled **14** requests from network members for NLM promotional items. Over the course of the quarter, PSRML mailed a total of **5845** NLM and NN/LM promotional items including: Guides to NIH HIV/AIDS Information Services; Health Hotlines Booklets, MedlinePlus Bookmarks, MedlinePlus and NLM Pens, MedlinePlus Posters and PSRML mouse pads.
- The following videotapes and DVDs were circulated to network members during the quarter via our PSRML multi-media loan page¹. No audiotapes were circulated. :
 - 2004 MLA Teleconference: The Art and Practice of Electronic Journal – **5**
 - Roles and Essential Skills of the Expert Searcher – **5**
 - Changing the Face of Medicine – **1**
 - MLA Satellite Teleconference: The Effects of E-Journals on Your Library – **1**
 - Race: The Power of Illusion – **4**

We received and provided answers to questions from Network members about: new medical schools that only have virtual libraries; incorrect citations in PubMed for older volumes of journals before they were included for indexing in Medline; finding FreeShare libraries that provide electronic document delivery (for routing table updates); finding hospital library consultants; firewall problems and emailing PubMed search results; advice regarding library accreditation; the most frequently clicked on PubMed titles; PubMed PDF problems; and how to donate books to foreign countries.

We also received a request for and supplied referrals to three libraries in California that are providing innovative library services. Mary Lou Goldstein, an Arizona Network librarian, will be doing site visits for the purpose of incorporating innovative practices and new technologies in her Scottsdale Healthcare libraries.

¹ <http://nnlm.gov/psr/loans/>

Professional Development Awards were awarded to two Network librarians to attend continuing education classes at the February Joint MLA Chapters meeting in Long Beach. These classes include Communicating with Physicians, Joint Commission Standards: Management of Information and Beyond, and Extreme Googling.

Libraries in Region 7, as throughout the nation, are transforming their collections and becoming more virtual. We are advising libraries to work with their electronic resources vendors to make sure that they are able to send articles on interlibrary loan.

3. Managing the NN/LM Network membership program for the region

Membership changes included four new Affiliate Members, two Full Member libraries closed, and one corporate Full Member transitioned to Affiliate Membership and is no longer a DOCLINE library.

We updated our membership brochure, *Make the Connection: Join the National Network of Libraries of Medicine!*

4. Implementing the Regional Document Delivery Plan

Of the 412 DOCLINE libraries in the Pacific Southwest:

- 114 or 27.7% participate in EFTS
- 110 or 26.7% are members of FreeShare (FreeShare includes 1,170 libraries from the US and Canada)

During this quarter, we conducted a survey of Region 7 DOCLINE libraries regarding their interest in electronic document delivery (EDD) and whether or not they had appropriate equipment to participate in electronic lending. Heidi has identified an organization that has agreed to provide funding for California hospital libraries. SurveyMonkey was used to collect 122 responses from December 6, 2004, to January 3, 2005. Survey results indicated that 57.9% of respondents used EDD and that 46.6% needed new equipment. We are working on internal procedures to make it easier to fund small awards such as these.

We sent a reminder to all DOCLINE libraries to update their institution records in January.

We received and responded to questions from Network members about ways to streamline billing and encouraged libraries to join EFTS and FreeShare. We also received questions about entering print versus electronic holdings in DOCLINE Serials Holdings, specifically closing out print holdings and adding electronic. Libraries are very concerned about this given the rapidly changing nature of their collections. Our members continue to have questions about inactivating DOCLINE temporarily.

All DOCLINE level 2 holdings have been upgraded to level 3 holdings. Region 7 was the first region to finish its work on level 2 holdings.

A new library group was created, Medical Library Consultants. This group includes libraries who are all staffed by MLC. The group may be opened to other regions in the future.

We set the University of Hawaii libraries to inactive status in DOCLINE following the devastating flood on October 30, 2004. It will take these libraries quite a bit of time to recover and resume operations.

On November 2, 2004, Julie Kwan and Andrea Lynch visited the USC Norris Medical Library to discuss the ISO/ILL Protocol and ILLiad. The Norris Medical Library and the Arizona Health Sciences Library are the two resource libraries in Region 7 expected to be first to use the new protocol with DOCLINE. The visit was very helpful in understanding how the third party software will work, and we were able to provide a great deal of background information to the staff.

5. Meeting responsibilities of Resource Libraries and the RML

We are continuing to work with the Hawaii Medical Library as they are transitioning from being a resource library to a primary access library.

In December, Heidi solicited proposals from our Resource Libraries for projects that could be funded from our unexpended balance from Year 4 of the contract. Four proposals were received; one was submitted with the Year 5 budget.

The Year 5 budget was submitted in January.

Savitt Medical Library, University of Nevada, Reno notified us in January that it will be hosting the Changing Face of Medicine exhibit in 2009. We will be allocating funds in the new contract to defray connectivity costs.

In December, UC Davis agreed to participate in a health sciences collaborative virtual reference project involving resource libraries in six states. This follows the withdrawal by Hawaii Medical Library from the project. The reference group of the Carlson Health Sciences Library is joining the project on a pilot basis beginning January 2nd. They are already involved with our region's Medical Digital Reference Project and already use the 24/7 Reference interface so they are ready to "step in." This project includes the Harley E. French Library of the Health Sciences in North Dakota; the Denison Memorial Library in Denver, Colorado; the J. Otto Lottes Library, in Columbia, Missouri; the Spencer S. Eccles Health Sciences Library in Salt Lake City, Utah; the Hardin Library for the Health Sciences in Iowa City, Iowa; and the Carlson Health Sciences Library in Davis, CA. Funding sources include: NLM (1 G07 LM007739-01) under the Internet Access to Digital Libraries program, MidContinental Region NNLM (N01 LM13514), the NNLM Greater Midwest Region, and Pacific Southwest Regions.

6. Establishing and maintaining effective communication

One issue of our newsletter, *Latitudes*, was published during this quarter, the November/December 2004 issue. Articles included: a report on the Resource Library Directors

meeting on September 29, 2004; an announcement of NLM's two new Regents; a description of a new NLM funded program for Papa Ola Lokahi, a non-profit community-based health organization located in Honolulu, Hawaii; a report on the Medical School Experience symposium at MLA; and a suggestion for best practices for DOCLINE book requests.

NN/LM PSR web usage summary statistics for the quarter are as follows:

Month	Visits	Page Views
November 2004	17,160	81,429
December 2004	15,933	76,027
January 2005	17,529	96,714

Website visits increased somewhat gradually for the months of November 2004 through January 2005. More detailed statistics can be found at: <https://staff.nlm.gov/usage/psr/>

During the quarter Michael continued to work with Julie Kwan on the NN/LM PSR website redesign. Michael also researched the possibility of using Blog software to publish our newsletter, *Latitudes*.

Kay and Alan attended Outreach monthly teleconferences. Kay attended the Consumer Health monthly teleconferences. Heidi attended Tribal Connections 4 Corners and Go Local teleconferences this quarter. Julie Kwan attended monthly DOCLINE teleconferences and quarterly LinkOut teleconferences. All attended the monthly teleconference with the other RMLs and the NNO.

7. Consulting with the Regional Advisory Committee

The Regional Advisory Committee meeting has been deferred to Year 5.

8. Monitoring and evaluating regional programs

- Kay trained one subcontractor to complete OARFs on the web in January.
- In November we notified NCBI about a problem with Cubby that a Network member had alerted us to.

9. Obtaining feedback from users and recommending ways of improving information access

- Allowed a librarian from the University of Michigan to modify the PubMed Basics trifold brochure for her patrons.
- Questions were developed for a regional feedback session to be held at the Joint MLA Chapters meeting in February.

10. Providing a computer-equipped training facility.

- The Computer Training Lab continued to be used for the UCLA David Geffen School of Medicine, Dean's Office; UCLA Department of Molecular and Medical Pharmacology; UCLA Biomedical Library staff for staff development programs, and PSR staff for teleconferences.

11. Provide feedback to the NLM from user and non-users on NLM and NN/LM products and services.

Kay Deeney was appointed to the NN/LM Distance Learning Working Group to make recommendations about the RMLs' experience with distance learning.

Kay was also invited to participate on a review team to evaluate the proposed enhanced CHOS reporting feature.

As part of the NOMC site visit team, Kay provided input into the NOMC site visit final report.

In November, comments were sent to Cindy Love about the latest modifications to ToxTown.

Heidi submitted comments to NLM in November on its draft on funding Go Local initiatives.

Heidi provided feedback to NLM on the document "Topics to Address with New Staff at NLM and NN/LM."

12. Promoting and encouraging the submission of applications for NLM-funded grants.

Following consultation and advisement from the NNO, the decision was made not to fund the health literacy proposal from Literacyworks in its current form. We will continue to work with this agency to develop a fundable proposal.

13. Following up on NLM-funded grants.

On January 22, a letter was sent to Betty Mason, Library Director of D-Q University, notifying her that we are withdrawing our offer of funding, based on the recent decision by the Western Association of Schools and Colleges to terminate accreditation of D-Q. This decision was partially due to financial irregularities found during the review process. See Appendix C for a copy of this letter.

In November, Heidi Sandstrom facilitated the invitation of Franda Liu of Pacific Resources for Education and Learning to the December Community-Based Health Information Outreach Symposium at NLM. She also worked with Gail Dutcher to ensure that Franda's expenses would be covered through NLM funding.

Outreach Subcontracts

An overview of project accomplishments appears here, and complete quarterly reports from subcontractors are included in Appendix B.

Lung Express at Preuss: Peer Training Project – University of California, San Diego, Medical Center Library

Total Training/Demonstrations:	2
Total sessions of participants were 50% ≥ minorities:	2
Total Participants:	12

Clinical Internet Training Lab – San Mateo Medical Center Library

Subcontractor Mark Constantz conducted two training sessions during the quarter, one involving pediatricians and the other involving nurse practitioners from a public health clinic who treat HIV/AIDS patients and Spanish-speaking Latino immigrants. Mr. Constantz plans to visit additional public health clinics and conduct further training sessions in the spring of 2005.

Total Training/Demonstrations:	2
Total sessions of participants were 50% ≥ minorities:	2
Total Participants:	23

Internet Professional and Consumer Medical Information Access – Guam Memorial Hospital Authority

During this quarter, subcontractor Arlene Cohen planned to present a workshop on *Consumer Health Information Access* on December 8, 2004, in conjunction with a Guam Library Association meeting, but it was cancelled due to a death in her family. She is in the process of rescheduling this workshop, and will also invite the University of Guam community and the general public. Ms. Cohen is also working with the American Cancer Society Guam Chapter and other citizen groups to schedule some consumer health training sessions.

Total Training/Demonstrations:	N/A
---------------------------------------	------------

Access to Health Information for Arizona's Tribal Nations II – Arizona Health Sciences Library

Planning for a tribal librarians' conference began. Dates in mid-March to early April 2005 are being considered. Other possible relationships include re-establishing contact with the Health Department of the Pascua Yaqui tribe, establishing contact with the San Carlos Apaches, and a project with Tohono Oo'dham or Pascua Yaqui middle or high schools. Collaboration opportunities with the University of Arizona College of Public Health were also investigated. The College has an Indian Advisory Committee and a Native American tribal liaison.

Total Training/Demonstrations:	N/A
---------------------------------------	------------

Enhancing AZHealthInfo.org; Phase II of the Arizona Turning Point Public Health Information Centers Project—Arizona Health Sciences Library

During this quarter, due to technical problems, the AZHealthInfo.org web site went off the Internet air waves. Visitors to the site saw a notice explaining the difficulties, along with a small number of links to vital resources. Several of the library's databases were damaged, but AZHealthInfo.org was damaged the most severely, resulting in the total loss of its 6,000 records.

Fortunately, the subcontractor was overseeing the development of a new version of AZHealthInfo that was built from input received during the course of training sessions for public health professionals and public librarians. Thus, rather than focusing energy on recreating what was lost, efforts are going into developing the new version, which when released will provide several enhancements over the old version.

Operation Health Outreach—Glendale (AZ) Public Library

During this quarter, subcontractor Frieda Ling completed the planning phase of her project. She met with the library's Hispanic Advisory Committee to get input, planned program details, and contacted over 100 health-related organizations about participating in an April, 2005, health fair. Ms. Ling also designed, produced, and distributed handouts and other publicity materials, promoted the project through interviews, and presented the project plan at a meeting of the Library Board. Ms. Ling conducted 12 training and demonstration sessions during the quarter, reaching about 188 participants, 80% of whom were from the Hispanic community of Glendale.

Access to Electronic Health Information Projects:

Facilitating School Nurses Access to Electronic Data—San Diego State University Library

During this quarter, subcontractors Marilyn Hall and Renee McLeod presented a workshop related to handheld technology at the California School Nurse Organization's Annual Conference *Unity in Diversity: Health is the Connection* on February 5, 2005, and Ms. McLeod gave the keynote address at the Physical and Behavioral Health Coordination Conference on January 18, 2005. Ms. Hall and Ms. McLeod also provided ongoing support to school nurses in San Diego and Imperial counties, and explored additional grant opportunities to expand the project to nurse practitioners in the two counties. Ms. Hall also tested recording technology and digital editing of some training modules using Camtasia and similar software products.

Design and Implementation of Web-based Video Library of Neuromuscular Channelopathies – Judith Tuttle Memorial Library, Periodic Paralysis Association

During this quarter subcontractor Patrick Cochran announced and publicized his project in three venues: the annual Periodic Paralysis Association Meeting in Las Vegas, the 1st International Meeting on Periodic Paralysis at the University of Rochester School of Medicine, New York, and the Clinical Investigation of Neuromuscular Channelopathies Organization annual meeting, also held in Rochester. Attendees at these sessions included health care providers, researchers, patients, students, and residents. Administrative systems were fine-tuned and debugged to optimize camera systems and the computer interface. Database development is nearing completion.

Total Training/Demonstrations:	N/A
---------------------------------------	------------

- **Facilitating School Nurses' Access to Electronic Data - Library & Information Access, San Diego State University, San Diego, CA**

Total Training/Demonstrations:	2
Total sessions of participants were 50% ≥ minorities:	0
Total Participants	257

Senior Health Project – Pacific College of Oriental Medicine

During this quarter, instruction began at the Riford Senior Center. Two one-hour classes are conducted each Wednesday to attendees who make appointments. The instructors for the group are the Project Director, Project Manager and a health professional student assistant. Meetings were held with the Director of the Third Avenue Charitable Organization Lutheran Church and instruction began at the First Lutheran Church Senior Clinic on November 8, 2004. The three instructors also conduct these classes. The numbers are smaller because there are only 3 laptop computers to use. Instruction at both sites includes an introduction to explore hand-eye coordination, scrolling with the mouse and getting accustomed to the machines. Instructors begin by exploring MedlinePlus with the attendees, followed by time spent on the NIH Senior Health and Clinical Trials sites. There is a second class in which the groups learn to use PubMed and the San Diego Public Library web site, which has health information databases. Publicity flyers were also distributed at the La Jolla Recreation Center, La Jolla Presbyterian Church, and La Jolla Public Library.

Total Training/Demonstrations:	43
Total sessions of participants were 50% ≥ minorities:	1
Total Participants:	480

Health & Education through the Library Access Program (HELP)—Verde Valley Medical Center

During this quarter subcontractor Karen Fanning hired a support person, who began working twelve hours per week beginning on November 30, 2004. Ms. Fanning conducted a number of training sessions during the quarter, reaching newly hired staff at Flagstaff Medical Center and Verde Valley Medical Center, a Verde Valley Medical Center Social Worker, the Verde Valley Medical Center Nursing Administration, Verde Valley Medical Center's CME & Library Committee, and Verde Valley Medical Center physicians and staff through a continuing medical education session. Ms. Fanning also conducted two training sessions at Cottonwood Public Library and one session at Sedona Public Library. Ms. Fanning revamped her entire HELP training packet, reducing the number of pages from 100 to 25, making it less cumbersome to use. Sedona Public Library and Northern Arizona Healthcare added the HELP packet to their web sites.

Total Training/Demonstrations:	9
Total sessions of participants were 50% ≥ minorities:	1
Total Participants:	32

Healthy Information Partnership in the Republic of the Marshall Islands

Total Training/Demonstrations:	4
Total sessions of participants were 50% ≥ minorities:	3
Total Participants:	2532

University of Guam, Robert F. Kennedy Memorial Library Outreach

Total Training/Demonstrations:	4
Total sessions of participants were 50% \geq minorities:	4
Total Participants:	62

Subcontracts were sent for signature to the Medical Center Library, University of California, San Diego; Pacific College of Oriental Medicine; Medical Center Library, University of California, Davis; and Glendale Public Library, Glendale, AZ. Papa Ola Lokahi signed a contract for its two project in Hawaii in December.

B. OUTREACH PROGRAMS

1. Outreach to Health Professionals

On November 5, 2004, Alan Carr was one of the key presenters at the 2nd Annual Enhancing Language Capacity Summit, sponsored by Molina Healthcare. He provided information about NN/LM services, NLM resources, and also focused on online sources of multilingual health information, in particular the Spanish-language version of MedlinePlus.

On November 19-19, 2004, Alan Carr attended the 2nd annual American Indian Conference in Los Angeles. He attended numerous sessions and made several good contacts for future outreach and training activities.

In November, 2005, Ms. Arlene Cohen, from the University of Guam RFK Library, presented four outreach training sessions during the Pacific Islands Association of Libraries and Archives (PIALA) regional conference in Majuro, Marshall Island. One session was on *Access to Consumer Health Information on the WWW* for the PIALA Conference participants, one was *Medical Information Resources on the WWW* for the doctors at the Majuro Hospital, and two sessions were on *Nursing Information Resources on the WWW* for the nurses at the same hospital.

On November 29, 2004, Alan Carr co-presented a session entitled "Public Health: Medicine at the Population Level," to students in the UCLA Department of Information Studies course 457, "It's All About Health!" Several of the students previously worked in the health care field.

Alan Carr, Kay Deeney, and Heidi Sandstrom attended the Symposium on Community-Based Health Information Outreach at NLM on December 2-3, 2004.

Alan Carr discussed training and outreach needs of Yuma (AZ) Regional Medical Center with Leone Neegan. Training sessions for PubMed were planned for the spring of 2005. Alan also discussed training possibilities with Dawn O'Bar, from the Health Resource Center at the Santa Barbara Medical Foundation Clinic. She was interested primarily in PubMed training for a small group of resource center volunteers. Dawn decided to contact Network member Sharon Lezotte at Santa Barbara Cottage Hospital, who was interested in providing training.

2. Consumer Health Information Services

Kay Deeney taught two sessions of the ¿No Comprendo? Spanish Health Information Resources for English Speaking Librarians class in Mesa and Glendale, Arizona in November. We are talking with other libraries in Arizona and California about presenting this class. In addition we approached a group of fire fighters who are interested in training.

Heidi Sandstrom taught an abbreviated version of the Prescription for Success class at a lunchtime session at the California Library Association Annual Conference.

At the Internet Librarian conference in Monterey, California, Kay Deeney presented a session on Partnering for Health along with Mickey McIntyre from University of Medicine and Dentistry of New Jersey and Sandra Kendall, Mount Sinai Hospital, Toronto, Canada. Kay highlighted NLM resources including the Public Libraries and Community Partners web site.

In December, a feasibility study on Go Local implementation in Los Angeles County was submitted by NexCare to NLM. We continue to work with NexCare and NLM on facilitating this implementation.

In January, a Go Local proposal/budget for Nevada was submitted to NLM and was approved for funding.

In January, Heidi Sandstrom contacted the California State Library about collaborating on health information training for public libraries in the state. We were referred to Holly Hinman and Carla Lehn of InfoPeople to discuss the feasibility of this. We subsequently submitted a proposal for a collaborative project that could be funded from our unexpended balance from Year 4 of the contract. We also received a proposal idea from Jane Kolbe following the submission of our budget. We will work with her to develop this idea if additional funds become available.

3. Training to Support Electronic Access to Health Information

Summation of Outreach Activities

Totals for RML and Subcontractors, Quarter 3 2004-5	
Total Training/Demonstrations:	78
Total sessions of participants were 50% ≥ minorities:	17
Total Participants:	1392

Totals for RML, Quarter 3 2004-5	
Total Training/Demonstrations:	8
Total sessions of participants were 50% ≥ minorities:	0
Total Participants:	219

4. Exhibits and Presentations at Meetings

California Library Association
Arizona Library Association

Alan Carr entered exhibit suggestions in NLM's online exhibits database for the period of October 2005 through September 2006. He also successfully recruited Network member volunteers for upcoming exhibits in the spring of 2005.

Alan began work as a member of the NN/LM Exhibit Committee by revising sections of the Exhibit Manual.

Kay contacted the National Hispanic Medical Association to present a talk at their Ninth Annual Conference in Los Angeles in April. The proposal was not accepted.

5. Technology Awareness and Integration

On January 19, 2005, Julie Kwan visited the USC Information Services Division to discuss institutional repositories of electronic publications. USC has been an innovative leader in developing the ARL Scholars Portal project. Kwan recommended the following NLM resources to them: *Archiving and Interchange DTD*, *Journal Publishing DTD*, and *Information for Publishers re XML Tagged Data*.

6. Library Improvement

We have been working with the library at D-Q University to provide a library improvement award to upgrade computers in their library. D-Q University is the only tribal college in California. They have high numbers of Hispanic as well as Native American students. In early December they modified their request to include a wireless system. Unfortunately in late January the University's accreditation was withdrawn by the Accrediting Committee for Junior and Community Colleges. PSR withdrew the offer of library improvement assistance to the library of the D-Q University (see Appendix C).

7. Connections

See above.

C. OTHER ACTIVITIES

During Fall Quarter 2004, Julie Kwan served as Adjunct Lecturer for the UCLA Department of Information Studies, with teaching responsibility for IS 457: Health Sciences Librarianship. This course featured programs and services of the National Library of Medicine, information needs and behaviors of health care professionals, health information needs of consumers and patients, and related issues. Twenty-one students completed the course. All librarians of the regional network office participated in the instruction in addition to several librarians from other areas of the Louise M. Darling Biomedical Library.

The deadline for applications for the NN/LM PSR Consumer Health Coordinator position was November 19. Heidi Sandstrom is chairing the committee; Alan Carr is serving on the committee as the Library Committee on Diversity representative. The committee met regularly in November, December and January. Phone interviews were conducted in January. Three candidates were selected for in-person interviews, which were scheduled for Feb 10, 11, and 14.

Andrea Lynch attended the Internet Librarian conference in Monterey in November.

In December, Karen Ricard was selected to participate in UCLA's Staff Enrichment Program.

Michael Miller attended a class on 1/22-23 called “Digital Video Tools & Techniques” to enhance his skills in supporting our distance learning initiatives.

Andrea Lynch left her position as Network Assistant on January 7. Karen Ricard announced on Jan 10 that she will be leaving her position at the end of February.